

**REPLY UNDER 37 CFR 1.116  
EXPEDITED PROCEDURE  
TECHNOLOGY CENTER 2400**

**Practitioner's Docket No. 1264**

**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: Bryce A. Jones

Confirmation No.: 1039

Application No.: 09/477,991

Group No.: 2457

Filed: January 5, 2000

Examiner: Barbara N. Burgess

For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A WEB  
CALL CENTER

**Mail Stop: AF  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450**

**RESPONSE TO FINAL OFFICE ACTION**

In response to the final Office action dated January 13, 2011 (hereinafter "final Office action"), please enter the present response and consider the following remarks. As this response is being submitted within two months of the date of the final Office Action, the Applicant respectfully contends that the extension of time policy set forth in 37 C.F.R. § 1.136(a) and MPEP § 714.13 pertaining to responses to final rejections applies to this response.